

Smallworld Children's Nursery and Daycare Day Care of Children

15 Bank Street
Brechtin
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Telephone: 01356 623 362

Type of inspection:
Unannounced

Completed on:
2 December 2021

Service provided by:
Aden Projects Ltd

Service provider number:
SP2004935764

Service no:
CS2003043419

About the service

Smallworld Children's Nursery and Daycare is a registered day care of children's service. It provides a care service to a maximum of 180 children under the age of 16 years at any one time. Of those 180 no more than 25 may be aged 2 years to under 3 years and no more than 15 may be under the age of 2 years. Other conditions unique to the service include adult child ratios will be a minimum of under 2 years - 1:3, 2 years to under 3 years - 1:5 and 3 years and over - 1:8 if children attend more than 4 hours per day or 1:10 if the children attend less than 4 hours per day.

The service operates from a dedicated building in the town of Brechin, Angus. The service has a baby room, toddler room and four 3-5's rooms. The rooms are spread over two levels of the building. There is also an enclosed outdoor play area. The location of the service is close to local amenities such as the school, library and shops.

This was an unannounced inspection which took place on 23 November 2021 between 09:15 and 16:00. Three inspectors carried out the inspection using a blended approach of onsite and the use of Microsoft Teams. To prepare for the inspection we viewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered. We provided feedback to the manager on Thursday 2 December 2021.

As part of this inspection, we took into consideration 'Key Question 5: Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19,' with a specific focus on 'Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.' We will report on the overall performance of this indicator under the theme of 'Quality of care and support.'

What people told us

We provided the service with an online digital survey to share with the parents and carers of children who use the service. We received 60 responses. The majority of those who completed our survey agreed that they were overall happy with the quality of care and support their child received when attending the service. Comments included:

"My child started at the start of the year, I am delighted with the service, both the nursery and the staff. My child walks in without looking back. The communication I receive face to face and over learning journals is very informative and hearing and seeing what they are up to is lovely. The range of activities on offer are great and the resources"

"I am so blessed to have such a great nursery for my child to attend. They love coming to play and learn. I know they are so safe and so looked after. They do all sorts of activities and crafts with the children to keep them entertained (and learning). I especially love the home cooked meals for the kids, so important"

"Fantastic opportunities for my child to develop both indoors and out"

"The nursery has been fantastic with my child. The information provided daily is informative and clear. The staff are always giving my child the tools to do what they love most and are forever encouraging. I've never been more thankful or appreciative of the staff"

"Very rarely have child's online journal completed by keyworker and are often not told what they have been up to, learning etc that day, depending on which member of staff bring them out at collection time"

"I have never been asked for ideas and feedback regarding my child. I receive communication via [Learning Journals], on average 1 or 2 per month"

"The learning journals are always kept updated regularly. The girls always have such personal comments about my child's learning that lets me know how well they understand them"

"For the first time in my entire life as a parent have I experienced what support actually is. I feel respected as a parent, I am never treated with condescension, they genuinely enjoy their jobs and enjoy spending time with my child and I feel empowered as a parent and there is a priceless quality to knowing your child is thriving in an inspired environment run by people who genuinely enjoy their job which shows in every facet. My child's development is clear to see and her enjoyment being there is of great comfort in my absence whilst I am working"

"The staff always impress me with the array and choice that the children get, my child has flourished since attending"

"We would say there seems to be a big focus on what our child has eaten at handover rather than what they have done in their day, but we already know they're a good eater. We would prefer more info about what they've done as our child doesn't tell us much. It also seems on the Facebook page there are a lot more updates about other rooms going out and about than our child's room. We enjoy the learning journals"

"I have input 'Neutral' regarding the diet as I think Smallworld make great quality home-made meals which I am sure cater to the majority of children's needs however I don't feel the menu options change very regularly. I also feel the menu could be adapted to suit children that can be fussy eaters..."

"The "welly wanders" are a great way of making good use of spaces in the community and from what I see the outings are carefully planned to support children's interests"

"It's very clear especially over the last few years the nursery has and continues to invest in equipment for the children to enjoy".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own quality assurance processes, self-evaluation, and service improvement plan.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We evaluated this area of the service as good. We identified several strengths which impacted positively on the outcomes for children and clearly outweighed areas for improvement.

Staff created a welcoming and caring atmosphere for the children. Their interactions with children were encouraging, nurturing and supported their wellbeing. For example, most staff were observed to be at children's level, participating in their play and locating resources on request. This allowed children to feel valued, respected and included.

Some children had ownership of their service. For example, staff in the 3-5 room encouraged the use of IT equipment, such as iPads and QR codes to support children's decision making. However, there were inconsistencies in how children's views, experiences and learning were captured across the service. We suggested ways to improve this; the manager agreed to review this as part of their quality assurance.

Staff had a good understanding of their role in safeguarding children. We found that the recording of children's information could be improved to support their wellbeing. For example, strengthening the updating and recording of significant events within chronologies would better assist understanding, highlight early indications of emerging patterns, and give clear account of the actions taken.

My worlds which formed part of children's personal plans included information such as favourite songs and books. This supported the planning and delivery of activities. We acknowledged that the service was in the process of looking at guidance around personal plans. We were satisfied the service will review the gathering of information to include an overview of how care and support is provided, as agreed between parents and carers, and to include children's individual support plan to maintain the delivery and consistency of care.

We observed staff wearing face masks and supporting children to understand the need for good hygiene and handwashing. We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff.

Medication was stored securely within each playroom. However, we found the management of medication was not in line with current guidance. For example, medication was not labelled appropriately, and inconsistencies were found in the use of medication forms. This created potential risk to children's health as treatment may not be given safely and effectively (see requirement one).

Requirements

Number of requirements: 1

1. By 7 January 2022, management must ensure that all members of staff working in the service understands and implements current guidance associated with the recording and administration of medication. This should include:

- a) having completed medical consent forms in place for every child who requires medication;
- b) having emergency plans and protocols in place for every child who requires long term emergency medication;
- c) storing medication as per guidance;

- d) update the process for recording the checking of plans and consents with parents at least every three months; and
- e) reviewing and amending medication policy to reflect changes in practice and to ensure it is in line with current guidance.

This is to comply with Regulation 4 (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this area of the service as good. We identified several strengths which impacted positively on the outcomes for children and clearly outweighed areas for improvement.

Children were cared for in an environment that was well maintained, welcoming, relaxed, and secure. The rooms were arranged to provide a good place for children to play and learn. The layout within most rooms supported children to move around and explore freely between activities. Displays were largely at children's eye level and included children's contributions which supported curiosity and learning. We found children to have access to fresh air and natural lighting. The ventilation and heating were adjusted to meet children's needs and to support air flow.

Free flow play between the indoor and outdoor play spaces was not in place due to the location of the garden. Staff managed this by allowing and supporting children's choice in accessing indoors and outdoor play. Staff took children out into the local community. The local facilities and areas around the nursery supported different outdoor play experiences which provided children with opportunities to explore and enhance learning beyond the nursery setting.

Risk assessments were in place for the service. These were updated as needed to ensure the safety of children. We reviewed accidents and incidents records. Although records were in place, information on some records lacked detail. We provided advice on how this area could be improved. This included better recording of what happened, the action taken and within auditing recording and detailing what strategies were needed to ensure the risk of reoccurrence was minimised. By the time of the report being written the service had already started to make improvements and shared this with us.

Lunchtime and snacks were observed to be a sociable and an unhurried experience. Children were observed to enjoy their freshly cooked meal which supported healthy eating and nutrition. Crockery and utensils were used by children with some opportunities for choice and independence. We saw rolling snacks taking place outdoors where children were playing, meaning there was limited disruption to their play. A positive approach had been adapted to providing snacks and meals for children in most rooms. This included the introduction of soft music, table centre pieces and adjusting staff's role to further promote a family meal experience. We suggested further ways of maximising staff roles during mealtimes to further enhance consistency of experience and to promote self-help skills

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this area of the service as good. We identified several strengths which impacted positively on the outcomes for children and clearly outweighed areas for improvement.

We found interactions between staff and children were positive. Staff were warm, kind, and responsive towards children. We observed them to actively listen to views, questions and provide encouragement at relevant times to children. This helped children to feel safe and secure within the service.

Staff were supported by the management team who offered effective informal and formal support. An appraisal and supervision programme enabled practice, personal and professional development to be discussed and addressed. Management had introduced a staff recognition board to promote staff wellbeing and appreciation. Feedback from staff about working at the service was very positive. Comments included:

"I feel valued and feel confident to share my ideas and views. These are always taken on board and discussed"

"The management have been very supportive to me"

"I am grateful to have a very supportive manager who will help and guide me with work and out with work issues. I enjoy coming to work due to the people I am surrounded by".

We recognised the commitment of staff and acknowledge the number of staff who were undertaking professional qualifications. Staff took on leadership roles based on their strengths and interests, such as music and the nurture group. This allowed children to benefit from practitioners who were skilled and confident. Staff were clear about their role in keeping children safe and had attended training to keep their knowledge up to date. This meant they felt confident about the procedures to follow in the event of a safeguarding concern.

Full staff meetings were not taking place due to Covid-19 restrictions but were done in smaller groups. This impacted on the sharing of information and wishes of staff. We highlighted to the management team the benefits of having whole team meetings to promote reflective questions and practice across the setting.

We found the service's staff recruitment procedures could be improved to ensure safe practices are followed. For example, pre-employment checks such as references, did not always follow current good practice guidance. The manager agreed to review this to ensure the safety and wellbeing of children is fully considered prior to any new staff starting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated this area of the service as good. We identified several strengths which impacted positively on the outcomes for children and clearly outweighed areas for improvement.

The management team were aware of the challenges that they were facing in relation to retaining staff and the continued impact of Covid-19. They checked in with staff on a regular basis to help with wellbeing and offer support. This told us that staff's wellbeing was prioritised by management.

The views of children and families were important to the management team. Families were consulted and able to share views and opinions. This was done through Microsoft Forms, Facebook, Surveys, and online journals to ensure parents and carers felt included, valued, and respected. Some parents told us:

"Regular surveys come out asking for feedback"

"We get feedback everyday with what they have been doing, so I am very informed"

"Smallworld do this so well. Daily updates on their Facebook page always make me smile".

Other parents told us they would like to see changes in, menu choices, quality of garden resources, and detail of information on children's care and learning experiences. We are satisfied the management team will consider the feedback we shared with them and are confident they will action and respond to all views and suggestions.

An ethos of continuous improvement was reflected through the engagement and interaction from the management and staff. As a team, management and staff were keen to tell us about the good work they did and to hear our feedback. This meant they were well placed to make improvements. The management team should continue to build on the monitoring of staff practice. This will support them to identify areas of improvements, training needs for staff and ensure consistency of developments across each playroom.

We looked at the quality assurance process. The service worked from a quality assurance calendar, and it outlined up and coming tasks. Advice on how the service could carry out small tests of change to ensure goals and developments are specific, measurable, attainable, relevant and time based (SMART) were provided. We directed the service to the Care Inspectorates bitesize sessions available in the Hub.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
13 Feb 2019	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
29 Mar 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
9 Mar 2015	Unannounced	Care and support 4 - Good Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
13 Feb 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
30 Aug 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings	
3 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
4 Nov 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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